

КАФЕДРА РОМАНО-ГЕРМАНСКИХ ЯЗЫКОВ

«Утверждаю»

Зав. кафедры романо-германских языков

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ФОНД ОЦЕНОЧНЫХ СРЕДСТВ ПО ДИСЦИПЛИНЕ

ЭТИКА ПРОФЕССИОНАЛЬНОЙ ДЕЯТЕЛЬНОСТИ

наименование дисциплины / практики

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Фонд оценочных средств рассмотрен и одобрен на заседании кафедры романо-германских языков, протокол № 1 от «28» августа 2020 г.

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1. Паспорт фонда оценочных средств

по дисциплине «Этика профессиональной деятельности»

Таблица 1.

№ п/п	Контролируемые разделы (темы), дисциплины	Коды компетенций	Оценочные средства - наименование	
			текущий контроль	Промежуточная аттестация
2.	Категория "этика"	ОПК-4, ОК-15, 16, ОПК-6,28	Индивидуальный опрос	Индивидуальное собеседование
3	Этические нормы	ОПК-4, ОК-15, 16, ОПК-6,28	Индивидуальный опрос	Индивидуальное собеседование
2.	Профессиональная этика переводчика	ОПК-4, ОК-15, 16, ОПК-6,28	Индивидуальный опрос	Индивидуальное собеседование
	Этикет и дипломатический протокол.	ОПК-4, ОК-15, 16, ОПК-6,28	Индивидуальный опрос	Индивидуальное собеседование
	Нормы делового и межличностного общения в США и Британии	ОПК-4, ОК-15, 16, ОПК-6,28	Индивидуальный опрос	Индивидуальное собеседование
	Авто- и гетеростереотипы, влияющие на деловое и межличностное общение переводчика.	ОПК-4, ОК-15, 16, ОПК-6,28	Индивидуальный опрос	Индивидуальное собеседование

Перечень компетенций:

Код компетенции	Наименование результата обучения
ОК-4	готовностью к работе в коллективе, социальному взаимодействию на основе принятых моральных и правовых норм, к проявлению уважения к людям, готовностью нести ответственность за поддержание доверительных партнерских отношений
ОК-15	способностью критически оценивать свои достоинства и недостатки, намечать пути и выбирать средства саморазвития
ОК-16	способностью к пониманию социальной значимости своей будущей профессии, владением высокой мотивацией к выполнению профессиональной деятельности
ОПК-6	владением конвенциями речевого общения в иноязычном социуме, правилами и традициями межкультурного и профессионального общения с носителями изучаемого

	языка
ПК-28	способностью ориентироваться на рынке труда и занятости в части, касающейся своей профессиональной деятельности, обладает системой навыков экзистенциальной компетенции (изучение рынка труда, составление резюме, проведение собеседования и переговоров с потенциальным работодателем)

2. Перечень оценочных средств

Таблица 3.

№	Наименование оценочного средства	Характеристика оценочного средства	Представление оценочного средства в ФОС
1.	Индивидуальный опрос	Средство контроля усвоения учебного материала темы, раздела дисциплины, организованное как учебное занятие в виде индивидуального собеседования преподавателя с обучающимися.	Вопросы/ задания по темам дисциплины
8	Эссе	Средство, позволяющее оценить умение обучающегося письменно излагать суть поставленной проблемы, самостоятельно проводить анализ этой проблемы с использованием концепций и аналитического инструментария соответствующей дисциплины, делать выводы, обобщающие авторскую позицию по поставленной проблеме.	Темы эссе

3. Описание показателей и критериев оценивания результатов обучения на различных этапах формирования компетенций

Таблица 4.

Код компетенции	Уровень освоения компетенции	Показатели достижения компетенции	Критерии оценивания результатов обучения
		Знает	
ОПК-4, ОК-15, 16, ОПК-6, 28	Недостаточный уровень Оценка «незачтено», «неудовлетворительно»	В недостаточной степени знает этику страны изучаемого языка, традиции межкультурного и профессионального общения с носителями изучаемого языка	Не знает, либо не имеет четкого представления о дисциплине, об этике, о традициях поведения и межличностного общения в зарубежных странах изучаемого языка, об основных понятиях и терминах этики и эстетики, о моральных нормах поведения и межличностного общения переводчика.
	Базовый уровень Оценка, «зачтено», «удовлетворительно»	Частично знает этику страны изучаемого языка, традиции межкультурного и профессионального общения с носителями изучаемого языка	Знает основные категории и постулаты дисциплины, основные понятия и термины этики, основные традиции поведения и межличностного общения в зарубежных странах изучаемого языка, однако не ориентируется в их специфике; имеет общее представление об этике профессиональной деятельности переводчика.
	Средний уровень Оценка «зачтено», «хорошо»	В основном знает этику страны изучаемого языка, традиции межкультурного и профессионального общения с носителями изучаемого языка	Понимает специфику категорий и постулатов дисциплины, основные термины и понятия, знает традиции поведения и межличностного общения в зарубежных странах изучаемого языка, однако не полностью в них ориентируется, имеет неконкретное представление об этике профессиональной деятельности переводчика.
	Высокий уровень Оценка «зачтено», «отлично»	Знает этику страны изучаемого языка, традиции межкультурного и профессионального общения с носителями изучаемого языка	Выделяет характерный авторский подход экспертов – авторов публикаций на тему особенности этических норм в зарубежных странах, понимает специфику категорий, норм и традиций поведения, межличностного общения в зарубежных странах изучаемого языка, полностью в них ориентируется; имеет общее представление об этике профессиональной деятельности переводчика.
			Умеет
	Базовый уровень	В некоторой степени умеет работать в коллективе, осуществлять социальное	В слабой степени умеет осуществлять социальное взаимодействие с коллегами по работе на основе

	взаимодействие с коллегами по работе на основе принятых моральных и правовых норм, поддерживать доверительные партнерские отношения.	принятых моральных и правовых норм, поддерживать доверительные партнерские отношения, в некоторой степени умеет работать в коллективе.
Средний уровень	В основном умеет работать в коллективе, осуществлять социальное взаимодействие с коллегами по работе на основе принятых моральных и правовых норм, поддерживать доверительные партнерские отношения.	В основном умеет осуществлять социальное взаимодействие с коллегами по работе на основе принятых моральных и правовых норм, поддерживать доверительные партнерские отношения, в некоторой степени умеет работать в коллективе.
Высокий уровень	Умеет работать в коллективе, осуществлять социальное взаимодействие с коллегами по работе на основе принятых моральных и правовых норм, поддерживать доверительные партнерские отношения.	В совершенстве умеет работать в коллективе, осуществлять социальное взаимодействие с коллегами по работе на основе принятых моральных и правовых норм, поддерживать доверительные партнерские отношения.
	Владеет	
Базовый уровень	Частично владеет навыками ориентирования на рынке труда и занятости в сфере своей профессиональной деятельности, навыками реализации требований профессиональной этики переводчика, общения с коллегами и с потенциальным работодателем	Частично владеет навыками выполнения этических норм при общении с коллегами и с потенциальным работодателем, ориентируется на рынке труда и занятости в сфере своей профессиональной деятельности, выполняет требования профессиональной этики переводчика
Средний уровень	Владеет основными навыками ориентирования на рынке труда и занятости в сфере своей профессиональной деятельности, навыками реализации требований профессиональной этики переводчика, общения с коллегами и с потенциальным работодателем	В основном владеет навыками выполнения этических норм при общении с коллегами и с потенциальным работодателем, ориентируется на рынке труда и занятости в сфере своей профессиональной деятельности, выполняет требования профессиональной этики переводчика
Высокий уровень	Владеет основными навыками ориентирования на рынке труда и занятости в сфере своей профессиональной деятельности, навыками реализации требований профессиональной этики переводчика, общения с коллегами и с потенциальным работодателем	Владеет навыками выполнения этических норм при общении с коллегами и с потенциальным работодателем, ориентируется на рынке труда и занятости в сфере своей профессиональной деятельности, выполняет требования профессиональной этики переводчика

4. Методические материалы, определяющие процедуры оценивания результатов обучения

Критерии оценки ответа на вопросы индивидуального опроса

	Минимальный ответ	Изложенный, раскрытый ответ	Законченный, полный ответ	Образцовый, примерный ответ
Раскрытие проблемы	Проблема не раскрыта. Отсутствуют выводы.	Проблема раскрыта не полностью. Выводы не сделаны и/или выводы не обоснованы.	Проблема раскрыта. Проведен анализ проблемы без привлечения дополнительной литературы. Не все выводы сделаны и/или обоснованы	Проблема раскрыта полностью. Проведен анализ проблемы с привлечением дополнительной литературы. Выводы обоснованы.
Представление	Предоставляемая информация логически не связана. Не использованы профессиональные термины.	Представляемая информация не систематизирована, последовательна и/или не последовательна. Использовано 1-2 профессиональных термина.	Представляемая информация не систематизирована, последовательна и логически связана. Использовано более 2 профессиональных терминов.	Представляемая информация не систематизирована, последовательна и логически связана. Использовано более 5 профессиональных терминов.
Оформл ение	Допущены 3-4 ошибки в представляемой информации	Допущены 3-4 ошибки в представляемой информации	Допущено не более 2 ошибок в представляемой информации	Отсутствуют ошибки в представляемой информации
Ответы	Нет ответов на вопросы	Только ответы на элементарные вопросы	Ответы на вопросы полные и/или частично полные	Ответы на вопросы полные с приведением примеров и/или пояснений
Оценка	50-60 баллов	61-75 баллов	76-90 баллов	91-100 баллов

Критерии оценки (в баллах):

«отлично» выставляется студенту, если он ответил на вопросы на 91-100 %

«хорошо» выставляется студенту, если он ответил на вопросы на 76-90 %

«удовлетворительно» выставляется студенту, если он ответил на вопросы на 61-75 %

«неудовлетворительно» выставляется студенту, если он ответил на вопросы на 50-60 % и меньше

5. Материалы для проведения текущего контроля и промежуточной аттестации

Темы для эссе (докладов с презентацией).

по дисциплине **Этика профессиональной деятельности**
(наименование дисциплины)

1. Национальные особенности делового и межличностного общения в США.
2. Национальные особенности делового и межличностного общения в Соединенном Королевстве
3. Национальные особенности делового и межличностного общения в Китае.
4. Особенности стиля делового общения в России.
5. Стереотипные представления о россиянах в Европе.
6. Автостереотипы русских.
7. Темы-табу и поведенческие табу переводчика при общении с американцами.
8. Традиция чаевых и нормы чаевых в зарубежных странах.
9. Особенности ресторанного этикета в Китае и Японии.

Критерии оценки (в баллах):

«отлично» выставляется студенту, если он ответил на вопросы на 91-100 %

«хорошо» выставляется студенту, если он ответил на вопросы на 76-90 %

«удовлетворительно» выставляется студенту, если он ответил на вопросы на 61-75 %

«неудовлетворительно» выставляется студенту, если он ответил на вопросы на 50-60 % и меньше

Вопросы для индивидуального собеседования
по дисциплине **Этика профессиональной деятельности**
(наименование дисциплины)

Тема 1: Категория «Этика»

1. Понятие морали.
2. Понятия «добро» и «зло».
3. Моральные нормы и ценности.
4. Этика как философская теория морали.
5. Структура этического знания.
6. Нравственность и этикет

Тема 2: Этические нормы.

1. Смысл жизни.
2. Моральное самосознание.
3. Моральный выбор.
4. Нравственная свобода и ответственность.
5. Понятие «поступок».
6. Общие, особые, абсолютные и неабсолютные моральные обязанности.
7. Понятия «совесть», «честь», «достоинство», «долг».

Тема 3. Профессиональная этика переводчика.

1. Нравственные аспекты взаимоотношений с работодателем.
2. Нравственные аспекты взаимоотношений с коллегами (клиентами).
3. Кодексы профессиональной морали переводчика.
4. Правила ситуативного поведения.
5. Нравственные и этикетные требования к поведению переводчика.
6. Правила поведения переводчика на переговорах.
7. Профессиональная этика переводчика.

Тема 4.

1. Принципы и нормы дипломатического протокола.
2. Этикет в функции социальной идентификации.
3. Ритуалы уклонения (избегания) в дипломатическом протоколе.
4. Темы-табу и поведенческие табу.
5. Искусство и этикет переговоров.
6. Качества, необходимые переговорщику.
7. Нравственные принципы этикета общения.
8. Порядок представлений и знакомств.
9. Этикет приветствий.
10. Невербальные формы общения.
11. Правила поведения в общественных местах.
12. Особенности ведения деловых телефонных переговоров.
13. Правила ведения электронной переписки.
14. Электронный этикет.
15. Дорожный этикет.
16. Правила поведения за столом и ресторанный этикет.
17. Традиция чаевых и нормы чаевых.

Тема 5.

1. Факторы, определяющие специфические особенности поведения людей в разных культурах.
2. Отношение к иным культурам и этносам: толерантность и нравственность.
3. Общение с представителями национальных культур по параметрам: особенности неформального и делового общения.
4. Предубеждения, суеверия, запреты.
5. Предпочтительные темы для общения и темы, которых следует избегать.

6. Особенности иностранной кухни и столового этикета.
7. Приемлемые подарки при деловой встрече и неформальном общении.

Тема 6.

1. Автостереотипы русских, американцев, англичан, жителей Азии.
2. Стереотипные представления о россиянах в Европе и США.
3. Стереотипные представления об иностранцах в России.
4. Особенности межличностного общения в России и за рубежом, влияющие на поведение переводчика.

Критерии оценки (в баллах):

- «отлично» выставляется студенту, если он ответил на вопросы на 91-100 %
«хорошо» выставляется студенту, если он ответил на вопросы на 76-90 %
«удовлетворительно» выставляется студенту, если он ответил на вопросы на 61-75 %
«неудовлетворительно» выставляется студенту, если он ответил на вопросы на 50-60 % и меньше.

Задания для устного перевода во время индивидуальных опроса.

Вариант 1

http://www.dba-oracle.com/consultant_etiquette_manners.htm

Good manners and professional etiquette are essential to a professional consultant, and I'm constantly amazed that many professionals believe that professional protocol is as outdated as finger bowls at dinner. I noticed this book on Brooks Brothers "How to be a Gentleman" and I bought a copy for my young male executives, plus the book How to be a Lady for aspiring female executives. Business professionals are expected to understand etiquette and professional protocol, and while the standards have changed over the past century (i.e. It's no longer considered rude to address a corporate executive by their first name), there are still many rules of common professional manners. Historically, good manners evolved from common-sense and respect for others, and Sebastian Brandt was among the first advocates of good manners in his 1494 work in his book Stultifera Navis (Ship of Fools), a hilarious collection of woodcuts showing numerous breaches of the professional manners of the 15th century. Later, Victorian England became obsessed with fine manners, and one of the greatest marketing efforts in the world was the Staffordshire craze of the 19th century. American pioneer wives pestered their husbands relentlessly to get the Victorian "Flow Blue" china, so they could demonstrate fine etiquette. Let's take a look at professional mannerisms and see how etiquette and chivalry are far from dead in American culture: Professional Etiquette in the workplace. Whatever your personal definition of professional manners, there are some common courtesies that are timeless and always expected from a courteous American professional. Involuntary bodily functions. There are times when involuntary bodily functions can disrupt a meeting, and the well-versed professional know the proper etiquette. Everyone has had the experience of sneezing, and you should always be prepared for this unexpected reflex. I once witnessed a Herculean sneeze where the poor fellow had no ready access to a Kleenex or handkerchief and every sat in-horror watching him dispose of great gobs of spittle and snot by wiping it into his pants pocket. Ever since Benjamin Franklin published his bestseller "Fart Proudly" there has been a debate about involuntary flatulence and

the proper way of handling this breach of professional etiquette. The debate centers around two issues, sound and smell. If the gas is passed silently, yet possesses an aroma that will curl your hair, many professionals recommend ignoring the incident, thereby allowing everyone in the room to silently speculate about the identity of the perpetrator. In my experience, a quick disapproving glance at the dog will suffice. Ignoring embarrassing involuntary sounds, including farts, is the approach taken by most professionals. I once knew a high-ranking executive who sputtered every time that he bent over. He was aware it it (as were we all) yet the polite thing to do is to ignore it and, if necessary, move the meeting to another area. Acknowledgement of rank and status. It is still considered polite in corporate circles to stand when a senior executive or a woman (of any status) enters a room. This is especially true in the military and Federal Government where senior officers (Lt. Col. and up), elected officials, dignitaries and top-executives expect you to stand when they enter a meeting. In practice, most professionals make motions like they are planning to stand-up, allowing the official an opportunity to wave-them-down with a quick hand motion. When meeting another professional it is critical that you follow proper protocol. Wait until they have offered their hand (not not, just bow your head at the neck). When shaking hands, you should always us When exchanging business cards, it is polite to look at the card and make some sort of comment, even if it is just a confirmation (e.g. "Is this your correct cell number?") When meeting people of celebrity status (politicians, entertainers) you should never offer your hand first and place them in an awkward situation. For example, I've read that Donald Trump and Prince Charles will not reciprocate an offer to shake hands (Trump is a germophobe and he will rebuff you if you try to shake hands with him). When traveling with other professionals always remember the LIFO (last-in, first-out) rule. The senior person always enters a vehicle last so that they may be the first to depart. At professional meeting and cocktail parties you must be on-time (it's an affront to arrive after the senior people) and you MAY NOT leave until the senior executive has left the party. Most executives are well-aware of this protocol and will excuse themselves early to give others an opportunity to leave a firm grip (but don't squeeze) and look the professional directly in the eye when greeting them.

Вариант 2

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When at a corporate party, it's considered extremely rude to leave the party until the senior person at the party has departed. In turn, the senior managers display gracious manners by deliberately excusing themselves early so that their underlings are free to depart. Professional Etiquette when Dining. One of the biggest areas of breaches of professional etiquette is during dining situations, and many major corporation will test job candidates with a meal as an integral part of the job interview. It's interesting to see how the rules of etiquette have changed over the centuries. An British etiquette writer of the 1840's advised, "Ladies may wipe their lips on the tablecloth, but not blow their noses on it." Also see our pages on dining abroad, Our most interesting meals. Good professional manners pays off. There is the famous true-story about a gallant gentleman who noticed a bug in his salad. The horrified hostess also noticed it at the same time, and to spare her a public embarrassment he discretely ate the insect and said nothing about it. Years later the grateful hostess rewarded the gentleman for his chivalry by leaving him a substantial sum of money. Here are general tips for good professional manners when dining. General professional dining tips. In a fancy restaurant you may encounter a bewildering array of tableware and you are expected to understand the proper function of each utensil. Remember the ancient episode of "I Love Lucy" where she asked for a tea-bag to go with her fingerbowl?. As a rule-of-thumb, always use your utensils outside-in, and don't be afraid to leave the table and ask the server if you find an unusual dining device. I was once presented with a small silver spatula, like a hammered-flat spoon. I slipped off

and discretely learned that it was a "sauce spoon", used from scraping-up the sauce that they artistically drizzle on your dessert plate! By the way, never, ever, leave a spoon in a bowl or a glass. It is considered boorish and it may also have the unwanted side effect of causing a spill if someone waves their hand over the table. Never gesture with a knife or fork, especially if it has food on it. (I know this sounds stupid, but I've witnessed people in animated conversation holding a speared shrimp on their fork). Wine rituals at dinnertime. While entire books have been written on wine manners, here are some high-level wine protocol tips: He who grabs the wine list, gets the check - If you are picking-up the dinner tab, you must make sure that you reach-out for the wine list (this is a well-understood signal to the waiter that you are the person taking the check), and this will avoid the awkward check-grabbing contest at the end of the meal. When dining with superiors (or clients) always make sure that you feign ignorance about wine (i.e. "I have horrible taste in wines. Can you help me?"), and hand them the wine list. Choosing the wine - If the client chooses, always agree, even if it has a screw-off cap. If you choose, remember that it is insulting to try to impress them with a high-priced wine (anything over \$400/bottle in 2005). You can get many superb reds (you can't miss with Chateau Mouton Rothschild, one of the best, and at a great price) for under \$200. Understand the wine ritual - I've seen young people who embarrass themselves by not understanding the simple wine ritual. I once witnessed a fellow grab the cork as-if the waiter was handing him a jar of warm spit. He had no idea what to do with it, so he licked the cork! In case you need a refresher: The initial presentation - The waiter shows you the bottle. Your only job is to take a quick glance and make sure that it's the wine that you ordered, and you just read the name and vintage, and nod. You are not supposed to examine the bottle! The cork presentation - The waiter hands you the cork for the sole purpose of examination, not sniffing. Improperly-stored wines (placed vertically) will allow the cork to dry out, resulting in an air-breach will cause the wine to turn to vinegar. Just do a quick sniff, and hand it back. It's extremely unlikely that you will get a bad bottle, and believe me, you will know it the instant you sniff the cork and detect the scent reminiscent of dirty socks. The sip test - At this point the waiter will place a tasting amount of wine and step back. This is your signal to smell and taste the wine. Simply swirl the wine in your mouth to release its natural aroma and stick your nose into the glass while inhaling deeply. Next, take a very small sip, swishing the wine evenly across your tongue. Next, turn to the waiter, and nod your approval. Unless you are world-class oenophile, don't EVEN THINK about sending the bottle back. I saw someone do this once and the Sommelier came to the table and told the fellow that there was nothing wrong with the \$150 bottle, and made the table take the wine. Don't touch your face with your fingers. Without going-into details, the safest way to remember good manners is to never touch your face with your fingers. This covers a wide-range of faux-paux from nose picking to removing sleepers from your eyes.

Вариант 3

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Without going-into details, the safest way to remember good manners is to never touch your face with your fingers. This covers a wide-range of faux-paux from nose picking to removing sleepers from your eyes. In some cultures, digging boogers from your nose in public is an acceptable practice. However, American professionals know that you should never pick your nose in public. I once met a client with a dried booger that would disappear in his nose when he inhaled and re-appear when he exhaled. It was impossible to pay attention to this man because the booger show was mesmerizing everyone in the room. Foreign objects in your food. At some point in your dining experience everyone had placed something in their mouth that could not be swallowed. Nobody wants to see a masticated

piece of gristle on your plate, but you would be surprised at how many professionals do not follow proper manners for removing foreign objects from their mouth. When you put something in your mouth that you cannot swallow you should use your napkin to "fake" wiping your mouth and subtly place the offensive item in your napkin. If you find something in your food that belongs to someone you should always return it to them. In a recent North Carolina case of poor professional manners, a man in a custard shop breached professional courtesy by refusing to return a man's finger, because he was saving it for evidence in a lawsuit: Stowers had refused to give it to the shop's owner or a doctor who was treating 23-year-old Brandon Fizer, who accidentally stuck his hand in a mixing machine and had his finger lopped off at the first knuckle. Stowers later realized that it is very rude and unprofessional to keep a body part, but his breach of manners was too late to be rectified and the frozen finger could not be re-attached. As we've already noted, in some parts of the USA it is considered chivalrous to eat any foreign objects that the host inadvertently places in the food. Involuntary food ejection. At some point in your career you may experience the horror of accidentally ejecting a food particle from your mouth. Like the adage that dropped toast will always fall buttered-side down, the gross particle will most likely land directly on your boss's dinner plate. I've seen this happen on numerous occasions and it can be very awkward. Some professionals recommend making-light of the incident with flippant comments like "Are you planning to eat that?", but I always ignore it unless it's so gross that it must be removed from the table, which most savvy professionals can accomplish with a deft swipe of their napkin. As a child I was fully indoctrinated into professional manners, learning all aspects of the social graces, the source of much kicking and screaming. My parents always joked that Grandma insisted on chaperoning them on their first date, as it was improper for a young lady to go-out unattended on a first date. I hated my etiquette training at the time (I especially hated learning to Waltz, Foxtrot, and Tango), but it's one of those things that they will thank you for later. When I became a parent, I made sure that my kids attended Cotillion and today they are comfortable in any professional social setting. Interestingly, even animals have social rules and norms of civil behavior, and you can always tell an intelligent animal if it understands animal etiquette. I evaluate an animal's response to a social courtesy to assess their social skills and intelligence. In sum, professional manners and etiquette are mostly common-sense, but you must always be conscious that your mannerisms reflect on your personal professionalism and your company.

Вариант 4

<https://www.thespruce.com/etiquette-tips-for-your-personal-and-professional-life-1216851>

Have you ever been concerned that your personal manners or professional etiquette might not be as good as it can be? Many people wonder what they're supposed to do in situations they're not familiar with, so it's always a good idea to be prepared before you find yourself making an etiquette mistake. Learn what to do and practice to make sure you master the tips so you'll be confident in public. Here's a handy list that can help you in many aspects of your life. Bookmark this list and send it on to others. in all sorts of social situations. The most important thing to remember is that you should respect others at all times. Be the person who knows how to act and what to say. Quick and Easy Tips for Everyday Etiquette – In a nutshell, always be friendly and polite. Respect on time and offer your assistance when needed. Make sure you follow proper table manners when sitting down at the table. Etiquette FAQs – These are common etiquette questions many people have. Some of the things covered include when and how to discuss politics, how to deal with a rude friend, and how to act at weddings and funerals. Neighborhood Manners – Be a good neighbor and show off your good manners. You might discover that proper etiquette is contagious. Courtesy During Cold and Flu Season – Don't cough on the person in the next cubicle and remember to wash your hands before touching anyone or anything else. Old

Fashioned Etiquette – Is etiquette out of style? A quick answer is that it's still in style, but some of the outdated rules have changed. Help a Friend Who Has Bad Breath – There are ways to let your friend know she has bad breath, such as offering her a mint after a spicy meal. Etiquette Tips for Friends – Have you ever noticed that many people treat strangers better than their friends? That's a major faux pas. You'll keep your friends much longer if you treat them with respect. Personal Space Etiquette – Be careful not to invade the personal space of others. Etiquette of Public Primping – It's fine to apply lipstick after dinner, but don't make a big production over it. However, never do your whole makeup routine at the table. Snobs Not Allowed – There is never a good reason to be snobby about anything. Everyone should be treated with respect. Etiquette Tips to Handle Awkward Situations – Things don't always happen the way they should, so be prepared to deal with awkwardness. How to Start a Conversation – Have a list of topics to bring up when there's a lull in the conversation. Try to avoid yes-and-no questions. Conversation Etiquette – Most good conversations are back-and-forth, with topics that all those present can participate in. Think before you speak and allow the other people to contribute. Gossip is Bad Form – Never gossip about anyone...ever. If you do, you can count on it coming back in the future and biting you in the backside. Dining etiquette. Social Etiquette Tips – Learn acceptable behavior manners can make the difference between people enjoying your company and leaving you off the guest list for their next dinner party. Not following proper etiquette rules at the table can be quite distracting. Buffet Etiquette – Serving yourself comes with certain etiquette responsibilities. Whether you're dining out or having a potluck at someone's home, know how to go through the buffet line with grace. How to Set a Table for a Formal Dinner – You don't have to be intimidated by the thought of hosting a formal dinner as long as you keep it simple and remember to place the utensils in the order they'll be used. How to Use Utensils at a Formal Dinner – Start with the fork that's the farthest from the plate and work your way in. Finger Food Etiquette – Some foods are meant to be eaten with fingers, but before you do it, learn the rules. If you're ever in doubt about whether or not to use your fingers, look to the host and do what he or she does. Restaurant Etiquette FAQs – Follow the general guidelines for proper table manners, communicate with your server, make sure your children are well behaved, and leave a generous tip. Business Etiquette. Whether you are going on a job interview, conducting a meeting, or simply hunkering down in your cubicle during a normal workday, you are expected to follow certain etiquette rules. It can make the difference between getting your dream job or losing out to someone else. Business Relationship Etiquette – Maintain good business relationships by being a good team player, respect authority, and avoid breaking company rules. Job Interview Etiquette – Put your best foot forward when applying for a job. Dress appropriately for the position, shake the interviewer's hand when meeting her, and answer questions honestly. Don't look at your phone or say anything that isn't relevant to the job you're applying for. Business Conference Etiquette for Attendees – Know how to behave during a business conference. Remember where you are and remain professional at all times. Your reputation is on the line during the entire event, so act appropriately. Handshake Tips – Follow these guidelines when it's time to shake hands. It's one of the best ways to make a good first impression. Etiquette in the Office Cubicle – Remember that a cubicle is only semi-private. People can hear, see, and smell whatever you do at your desk. Etiquette of Telecommuting From a Coffee Shop – Mind your business manners, even when you set up your office in a corner of your neighborhood coffee shop. Weekend Business Calls – When you get business calls on your days off, you should be professional, even if you keep the conversations brief. 10 Office Party Etiquette Tips – Don't forget that you are still at work when you attend an office party. Don't do anything you don't want your supervisors to see. Business Gift Etiquette – When it's time to give presents, know what is or isn't appropriate. For example, don't give someone at the office a sexy nightgown. Real Estate Etiquette – Real estate transactions can get quite emotional if you let them. Keep your cool when buying or selling a house. Money Manners – Don't be crass. Be on your best behavior when it comes to finances. Proper Way to Complain – When things don't go the way they should, know who to go to, what to say, and how to say it. If you speak to the right person, show respect for her position, and keep your cool, you're more likely to get what you want.

Вариант 5

<https://www.thespruce.com/etiquette-tips-for-business-conference-attendees-1216801>

Etiquette Tips for Business Conference Attendees

Have you ever worried about an upcoming professional conference that you have to attend? Are you concerned about what other people at the conference think about you? If the answer is yes to either or both of these questions, you're not alone. The business conference offers attendees an opportunity to show professionalism, knowledge and job skills in a more personal environment than a typical business meeting. The downside is that there are also quite a few opportunities to make etiquette mistakes that can't be taken back once they're committed. Next time you attend a conference, remember that your reputation is at stake every moment you are visible to another attendee. Maintain a positive demeanor and do whatever you can to be friendly, help others, and get only positive attention. If you see others who appear uncomfortable, take the opportunity to put them at ease.

Proper Attire. As you plan what your conference wardrobe, make sure you understand the general dress code of the event. Formal business means a suit, a tie, and dark socks for men. Women need to wear a suit, closed-toe shoes and hose. You have more latitude with business casual. Men may choose to wear a suit, but a sports coat is also appropriate. Women may wear pantsuits or coordinating slacks, tops, and jackets. Although some women may wear peep-toe shoes or sandals, if you are unsure, play it safe with closed-toe pumps or flats.

Plan Ahead As you pack, don't forget items you are likely to need. Many conference planners have a list of things you need to have. Also include cell phone, pens, pencils, paper, tablet or laptop, business cards, and something to carry your supplies. You'll also need to pack chargers for all electronic equipment. Remember to have conference materials that have been sent ahead. This may include your schedule, a syllabus, and a map. Know the names and something about the people you need to talk to. Brush up on your business etiquette by following these tips: Know how to properly shake hands. Be prepared to chat with others by having some conversation starters memorized. Understand business relationships and be professional with everyone while you are at the conference. Remember the names of coworkers, even if they are located in a different office. If you are flying to the conference, follow proper air travel etiquette.

Reputation and Behavior. Guard your reputation at all times. Speak in a positive manner and remain loyal to your company. You never know who may be listening. There may be alcohol served at the conference, but know your limits. If you overindulge, you may say something you'll later regret. If in doubt, choose virgin drinks instead of alcoholic beverages.

Meeting behavior tips: Always show up on time. During meetings, keep your attention focused on the speaker. Don't fidget or squirm. Ask questions that are relevant to the topic. Never interrupt the speaker or someone else who is asking a question. After you get up, push your chair in and pick up all your papers and personal belongings. Thank the speaker, but don't monopolize his or her time.

Respect Others. Chances are, you'll be surrounded by other people who are there for the same reason you are. Show respect for everyone around you—from the lowest level employee to the CEO of a company you'd like to work for. When you see two people having a private conversation, give them some space and time to finish their conversation before joining them. Follow proper hotel etiquette during your entire stay. You also need to treat conference and hotel staff with respect. Those people work hard to make sure everyone has what they need. Be generous with tips.

Electronics. Although it's generally expected that you'll have your electronics equipment with you, be respectful of others. Turn down the sound on your tablet or laptop if you bring them to meetings or workshops. Put your cell phone on silent during all events.

Business Cards It is always good form to bring your business cards to business conferences. Make sure you have them on you at all times because you never know when you'll meet someone you'd like to communicate with later. When you accept someone else's business card, place it in your pocket, handbag, or cardholder. It is always a good idea to

jot down some notes on the back of the card to jog your memory later. Pitches. If you want to pitch an idea or product to another attendee, try to schedule an appointment so you have the other person's undivided attention. Show up on time and avoid being too pushy or demanding. Many decisions need to be made by committee or at a later date. Mealtime. Follow proper table manners when dining at a business conference. If you are ever in doubt about which utensil to use, follow the lead of the host of your table or the person who is heading up the conference. Keep all conversation appropriate for mealtime. Remember Where You Are. Although some people forget, a business conference is not a personal vacation. It's important to remember that this is a professional environment and should be treated as such the entire time you are there. Doing otherwise could jeopardize your reputation and prevent you from accomplishing your professional goals.

Вариант 6

<https://www.thespruce.com/etiquette-of-proper-attire-1216800>

Etiquette of Proper Attire

Have you ever shown up at an event and realized you aren't dressed properly? It could be a job interview, a party, or anything else where what you wear might possibly be evaluated. If you're dressed inappropriately, it can be embarrassing and awkward for you and others you're with. Importance of Proper Attire. Knowing how to dress for wherever you are going is extremely important. You obviously don't want to show up in shorts for a wedding or in ratty jeans for a job interview. Conversely, you know that wearing a formal gown to a football game would be downright silly. Even more subtle dress code infractions can make the difference between getting a job or not. For example, if you are interviewing for a position at a company that requires closed-toe shoes, and you show up in sandals, the interviewer might instantly evaluate you based on that one thing. Suitable for the Occasion. For most events, what you should wear will be obvious. If you plan to go to your child's Little League game and out for pizza afterward, jeans, a T-shirt, and athletic shoes or boots are perfect. Job interviews call for business formal or business casual, and you can always find out what is expected by watching what others wear to that particular office. If in doubt, call the company and ask the receptionist or human resources professional. What to Wear for the Occasion. Sometimes when you ask about the dress code, you'll get a phrase, such as "casual Friday" or "formal business," but still be unsure how you're expected to dress. Here are some explanations and helpful tips for each style of dress: Casual attire: Casual wear can mean anything from shorts and a T-shirt to khakis and a button front blouse. You'll need to find out a number of things before deciding, such as whether you'll be indoors or outdoors and what others are wearing. Casual Friday: What you would wear to the office on casual Friday is different from what you'd wear to a Friday night football game at the local high school. Remember that when you go to work, you may run into supervisors who determine your future with the company. Resort casual: Resort wear is typically a comfortable pair of shorts, slacks, or skirt, a nice top or shirt that goes with the bottoms, and sandals. As you put together your resort casual outfit, think about how you want to look in pictures that you'll show your family and friends later. Business casual: Business casual should always look neat and well pulled together. Avoid appearing as though you are on your way to a cocktail party. Never wear clothes that are too tight or oversized. A good fit is always in style. Formal business: Formal business attire is worn by the ultra-professional who wants to be taken seriously and to get ahead. It should never be too flashy or appear cheap. A business suit doesn't have to cost a fortune to look expensive. If you aren't sure what shoes are appropriate, women can be pretty safe with a pair of solid, neutral pumps. Men may wear dark

dress shoes. Semi-formal: Whether you are attending a cocktail party, dance, or other events that call for semi-formal, you'll be just fine in a dress made from satin or sparkling fabric. Men should wear a suit to a semi-formal event. Women who frequently attend semi-formal events should consider having a little black dress that's versatile and can be worn year-round, with or without a jacket or wrap. Formal wear: Formal wear can be tricky. Most of the time, long gowns are acceptable for women and a tuxedo or dark suit are fine for men. However, some designers have made short and mid-calf dresses that are classified as formal. Men need to find out if the event is black tie, white tie, or dark suit appropriate. Weddings. Attire for wedding guests can run the full dress code spectrum, from resort to formal. If the invitation doesn't state how to dress, let the time and location of the wedding be your guide. If you're still in doubt, call the bride or someone from the bridal party and ask. Most of the time, it is perfectly fine to dress in resort semi-formal for a daytime beach wedding. For women, a sundress with a wrap to cover the shoulders and sandals are fine. Men may wear nice slacks, a polo shirt or button front shirt, and a lightweight jacket, with or without a tie. A courtyard wedding calls for a little bit dressier look than resort semi-formal. For women, that means a nice dress, skirt, or pantsuit. Men should wear slacks, a button-front shirt, a jacket, and a tie that can be removed later. For a daytime church wedding, a knee-length or tea-length dress is appropriate for women. Men should wear a suit or nice pants, shirt, tie, and a coordinating jacket. An evening wedding is generally more formal, and the invitation should state how to dress. If not, ask someone from the bridal party if you are expected to dress in formal or semi-formal attire.

Вариант 7

<https://www.thespruce.com/black-and-white-party-etiquette-1216516>

Black and White Party Etiquette

There are all types of themes for gatherings and celebrations, one of them being a "black and white" party. If you've ever been invited to one of these types of events, you might wonder what it means and what attire is appropriate. It's typically elegant yet understated, with all of the guests dressed in their finest black and white attire. A black and white affair is typically a more formal event, so an evening gown or a formal suit would be in order. Look for other hints on the invitation, such as "tie optional." Parties after dark are usually more formal than those that begin in the afternoon. If you are unsure, contact the host and ask whether it's formal or semi-formal. You're probably not the only person who isn't sure how to dress, and it's always good to have confirmation from the source. The black and white evening party is a way to have a glamorous event with everyone dressing up in outfits that cast an ethereal glow. No one will clash with anyone, and the guests will put all of their creative energy into style rather than splashes of color. There are times when a black and white event might not be formal. If it's for a child or teenager's party, chances are it's not. How to Dress for a Black and White Party. Honor the black and white theme by wearing what the invitation states. It would be disrespectful to show up in a purple ensemble, and the host might remove you from the next party's guest list. Don't wear any color other than black or white. This includes handbags, shoes, and jewelry. You should stick to the classic diamond and pearl jewelry that are perfect for a black and white event. If you don't have real pearls and diamonds, you can wear faux jewelry. With the lights down low, most people won't have any idea they're not the real thing, as long as the pieces are not too large. Men should pay close attention to the wording such as "black tie optional," which means that they may wear tuxedos, but it isn't essential. If they don't have the means to purchase or rent a tux, a black suit is appropriate. Women should select attire from more

sophisticated and glamorous materials, such as silk or satin. Cotton and cotton blends are better put aside for a garden party. Beading and rhinestone embellishment provide all the glitter a woman needs, as long as it doesn't overwhelm the dress. Evening gown styling should flatter the woman's best feature. Black and white are both such dramatic colors that they can enhance or overwhelm the person wearing them. Decide what you'd like to emphasize and select a dress that shows it off. For example, if you have beautiful shoulders, you may want to wear a strapless or off-shoulder gown. If your legs are your best feature, raise the neckline and show off some leg with a slit up the side. Keep the look elegant to fit in with the theme of the party. Hosting a Black and White Affair. If you are planning a black and white party, use these tips for planning: Start the theme by sending black and white invitations. Be very clear in the invitation of your expectations. Many of the old conventions have gotten lost through the generations, so your guests might not understand what "black tie" means. If you want people to show up in formal attire, state it on the invitation. Provide a phone number, email address, or another contact method for questions. Keep the decorations simple to enhance the elegant theme of the party. Low lighting is ideal for a black and white event. It casts an ethereal glow that adds a touch of magic to the evening. Use only black and white linens and tableware — silver-tone flatware ties in with the black and white theme. Serve white chocolate, dark chocolate, champagne, ginger ale, and other foods and drinks that go along with the black and white theme. Snap photos with an old-school camera using black and white film. If people show up in something other than black or white, be gracious and don't call attention to their lack of understanding, or you may embarrass them. They'll know next time.

Вариант 8

<https://www.thespruce.com/tea-party-etiquette-1216509>

Tea Party Etiquette

The old-fashioned tea party has become a favorite way to entertain friends or celebrate a special occasion. Whether you decide to have a birthday party for a friend, host a bridal or baby shower tea party, or you just want to host a tea party to get together with your pals, there are some things you need to know. If you're a guest at a tea party that someone else is hosting, congratulations! That person has probably put quite a bit of work into organizing everything, and she thought enough of you to want you there. Once you experience a proper tea, you'll have a hint of a taste of what British royalty has known for centuries.

Invitations. Invitations can be purchased or handmade. If you want your guests to dress up and wear fancy hats, your invitations should reflect it by being more formal than you would send for a come-as-you-are party. For an impromptu party, all you need to do is pick up the phone to invite your guests, but your turnout probably won't be as good as if you had planned it. You may ask guests to wear decorated hats and bring a favorite teacup. You might decide to have a contest and give a prize for the best hat or prettiest cup.

The Tea. Ideally, the tea should be served from teapots and not with individual teabags in guests' cups. Heat the teapots by pouring boiling water into them and then pour out the water before making the tea. This prevents the brewing water from cooling off too quickly. It is a good idea to offer a variety of teas. Some of the favorite party teas include Darjeeling, jasmine, peppermint, green tea, and black tea. You may use loose tea with or without tea balls or teabags in the pots. There are several ways of presenting the tea: Have a tea station with the different teas on display. It's also nice to have cards with each type that tells a little about it, such as the history, where it comes from, and the benefits if there are any. Offer a variety of teas at the table, and allow the guests to choose after they are seated. Choose one or two types of tea for the party. It's best to use one of the basic teas, such as black tea, and offer a selection of additions. After the tea steeps to the desired strength, it's time to pour it. Most people prefer

to start with the milk or cream and pour the tea on top of it. If someone at the table prefers weaker tea, pour theirs first. As you get to the bottom of the teapot, the tea will be stronger as it settles. **Table Setting** Start with a clean tablecloth in either white, off-white, or a color that reflects the theme of the party. Lacy or appliqued tablecloths are perfect for tea parties. If your table is round or square, place your teapots in the center, beside a floral centerpiece that is short enough for guests to see each other from across the table. Small creamers and sugar bowls should be scattered around the table, making it easy for guests to reach them. If your table is rectangular, you may place the teapots on both ends, with the creamers and sugar bowls beside them. Each person's place setting should consist of a teacup, saucer, teaspoon, snack plate, napkin, and whatever utensils they will need for the refreshments. If you are serving snacks at a buffet, you may use this setting, or you may choose to have the snack plates at one end of the buffet line. **Tea Party Food.** Food is generally simple because the tea is the central theme and the star of the get-together. Follow basic etiquette rules that you would use for any other party. Ideally, most food served at a tea party can be eaten without utensils. Finger food favorites include scones, muffins, cookies, tea sandwiches, and artisan bread. Break off a bite or two and put a small amount of butter on that. Never butter the entire muffin at once. If clotted cream is offered, that should be added to the scones after the jam. When eating at a tea party, remember that this isn't a meal designed to fill you up. Take small bites and enjoy the conversation. Sip the tea without gulping. If the tea is too hot to drink, don't blow on it. Let it rest a few minutes so it can cool off before sipping again. **Entertainment.** Most tea parties don't need special entertainment because the conversation will keep guests busy. Have some conversation starters ready, in case they're needed. Everyone can mix and mingle as they sip their favorite teas. If you want to include entertainment, here are some ideas: Have someone tell the history of tea parties. Have a hat contest with prizes for the prettiest, funniest, or most elegant hats. Play tea-themed word games. **Guest Etiquette.** Most of the time, a floral or other brightly colored dress is appropriate for women and a suit or trousers and jacket are fitting for men who attend a tea party. Women who prefer to wear slacks may do so, as long as they are clean, neat, and nice enough to wear to an office. If the host makes a special request regarding the dress code, honor her wishes. Guest manners include: Always RSVP. Arrive on time. A hostess gift isn't generally expected for a tea party, but if you choose to bring one, keep it simple. The hostess will appreciate some flavored loose tea, a new tea ball, or a candle. Wrap it or place it in a gift bag and hand it to her as soon as you arrive. If there are place cards on the table, find yours as soon as you get there. You may mix and mingle if the party hasn't started yet, but it is always a good idea to know where the host wants you to sit. If there is a guest of honor, greet him or her and chat for a moment or two, but back away if there is a line of others wanting to chat. Never put too much food on your plate. Tea party fare isn't supposed to be a meal; it is a snack. Most of what is served will be finger food. If you spill something, blot it quickly to prevent staining. Let the host or hostess know and offer to pay the cleaning bill. Leave when the party starts to wind down. Always say goodbye to the host and the guest of honor before you leave. Don't forget to thank the host for the event. After you get home, send a thank you note for inviting you and being a good host of the tea party.

Вариант 9

<https://www.thespruce.com/buffet-etiquette-1216960>

Buffet Etiquette (1)

Do you ever wonder about the proper etiquette at a buffet? Whether you're setting one up or helping yourself to the bounty of food, it's important to know the correct way to serve yourself. It's not only about having proper etiquette, but it also involves cleanliness. Buffet dining has become very popular in

restaurants and at private dinner parties. It's a way to take as little or as much food as you want, and you're able to sample a wide variety of dishes. Most people enjoy a good buffet, but some people's rude and sometimes disgusting behavior near the food can make it a less than desirable experience. Casual dining by its very nature seems to invite people to do things they wouldn't appreciate others doing. You need to learn and follow proper etiquette guidelines to prevent grossing others out and ruining their experience. Dining Out at a Buffet Restaurant. Buffet restaurants are excellent options for family dining. Each person can choose whatever he or she wants, and if they don't get enough during the first round, a second trip to the serving dishes is typically allowed, unless otherwise stated. Tips for restaurant buffet etiquette: Walk around and look at all the food items before making your selection. That way you can plan, starting with what appeals to you the most. Start there and work your way toward items you would like to try without running out of room on your plate. When dining out at a buffet style restaurant, always get a fresh plate before putting food on it. Returning with the same plate is unsanitary and may spread germs and bacteria. Never reach around someone else. Doing so is not only rude, but it's also likely to cause an accident that can be avoided if you wait until they are finished making their selection. Keep the line moving. Don't hover over the serving table while trying to figure out whether or not you want something. If you aren't sure, move on and come back later, after you decide. Don't touch any of the food in the serving dishes. Never use your fingers to pluck something off a serving dish. Use the tongs, spoon, or serving fork that is provided. You also don't want to lick your fingers while standing at the serving counter. Place all serving utensils in the original dishes. You don't want to cross contaminate items. If someone is allergic to a food item that winds up in another dish, that person may become very sick.

When you get up from your table to return to the buffet, place your napkin on the seat of your chair to let others know you are returning. If you feel the urge to cough or sneeze, turn your head away from the serving table. Even if there is a sneeze guard, some of the germs can spread to the food. Even though you are serving yourself at a buffet, you will want to leave a tip. The staff still has to remove dirty plates and clean the table. Most buffet style restaurants have a policy of not allowing doggie bags with leftovers.

You may eat all you want, as long as you do it there. Hosting a Buffet. Buffet Etiquette Do you ever wonder about the proper etiquette at a buffet? Whether you're setting one up or helping yourself to the bounty of food, it's important to know the correct way to serve yourself. It's not only about having proper etiquette, but it also involves cleanliness. Buffet dining has become very popular in restaurants and at private dinner parties. It's a way to take as little or as much food as you want, and you're able to sample a wide variety of dishes. Most people enjoy a good buffet, but some people's rude and sometimes disgusting behavior near the food can make it a less than desirable experience. Casual dining by its very nature seems to invite people to do things they wouldn't appreciate others doing. You need to learn and follow proper etiquette guidelines to prevent grossing others out and ruining their experience. Dining Out at a Buffet Restaurant. Buffet restaurants are excellent options for family dining. Each person can choose whatever he or she wants, and if they don't get enough during the first round, a second trip to the serving dishes is typically allowed, unless otherwise stated. Tips for restaurant buffet etiquette: Walk around and look at all the food items before making your selection. That way you can plan, starting with what appeals to you the most. Start there and work your way toward items you would like to try without running out of room on your plate. When dining out at a buffet style restaurant, always get a fresh plate before putting food on it. Returning with the same plate is unsanitary and may spread germs and bacteria. Never reach around someone else. Doing so is not only rude, but it's also likely to cause an accident that can be avoided if you wait until they are finished making their selection. Keep the line moving. Don't hover over the serving table while trying to figure out whether or not you want something. If you aren't sure, move on and come back later, after you decide. Don't touch any of the food in the serving dishes. Never use your fingers to pluck something off a serving dish. Use the tongs, spoon, or serving fork that is provided. You also don't want to lick your fingers while standing at the serving counter.

Вариант 10

<https://www.thespruce.com/buffet-etiquette-1216960>

Buffet Etiquette (2)

Place all serving utensils in the original dishes. You don't want to cross contaminate items. If someone is allergic to a food item that winds up in another dish, that person may become very sick. When you get up from your table to return to the buffet, place your napkin on the seat of your chair to let others know you are returning. If you feel the urge to cough or sneeze, turn your head away from the serving table. Even if there is a sneeze guard, some of the germs can spread to the food. Even though you are serving yourself at a buffet, you will want to leave a tip. The staff still has to remove dirty plates and clean the table. Most buffet style restaurants have a policy of not allowing doggie bags with leftovers. You may eat all you want, as long as you do it there. Hosting a Buffet. Hosting a buffet enables you to mix and mingle with your guests. Consider setting it up in a way that provides easy access from more than one angle so you don't wind up with everyone trying to be in the same place at the same time. Hosting tips: Consider having stations for each course. This can help prevent bottlenecks for popular items. You might want to have separate stations for salads, meats, vegetables, desserts, and drinks. Provide extra plates, bowls, forks, knives, and spoons. You may have places set at the table, but it's still a good idea to offer more for your guests. If you don't have enough dishes, most buffets are casual enough to offer paper plates. Make sure the paper plates are sturdy enough to hold the food, or you may wind up with a lot of spills. Have plenty of towels and napkins for spills that will inevitably happen with everyone serving themselves and pouring their own drinks. Be helpful when someone spills something, and do whatever you can to avoid embarrassing them. If you plan to have ice cream at the dessert station, keep it in the freezer until time to serve it. It's always a good idea to place it in a container of ice so it doesn't melt and make a huge mess. Use an ice bucket with tongs so people don't have to use their hands. Buffet Guests. When you are invited to be a guest at a buffet style meal, it's always good form to offer to bring something to add to the selection. You will still want to have a host or hostess gift that can be used later, after the dinner party is over and the guests have gone home. Etiquette tips for the buffet guest: Only take what you know you can eat. If you are still hungry after you finish what's on your plate, you can go back, after the others have a chance to get their first servings. Don't crowd others when they are serving themselves. Give people plenty of personal space and elbow room. Offer to assist when you see someone having trouble balancing a plate or pouring a drink. Help children and get them seated before serving yourself. Due to the casual nature of buffet dining, it is acceptable to start eating as soon as you sit down with your plate, unless the host or hostess states otherwise. Don't expect other people to watch your children for you. If you bring them, they are your responsibility. Make sure your children know proper etiquette before you bring them so you can relax and not have to nag them during the meal. Buffet Dining. The nature of buffet dining is normally casual, but you may find semi-formal and formal buffets as well. If you're not sure what to wear, ask the host. Hosting a buffet enables you to mix and mingle with your guests. Consider setting it up in a way that provides easy access from more than one angle so you don't wind up with everyone trying to be in the same place at the same time. Hosting tips: Consider having stations for each course. This can help prevent bottlenecks for popular items. You might want to have separate stations for salads, meats, vegetables, desserts, and drinks. Provide extra plates, bowls, forks, knives, and spoons. You may have places set at the table, but it's still a good idea to offer more for your guests. If you don't have

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Вопросы к экзамену

по дисциплине **Этика профессиональной деятельности**

(наименование дисциплины)

1. Специфические особенности поведения людей в разных культурах.
2. Толерантность отношения к иным культурам и этносам.
3. Национальные особенности делового и межличностного общения в США.
4. Национальные особенности делового и межличностного общения в Соединенном Королевстве
5. Национальные особенности делового и межличностного общения в Китае.
6. Автостереотипы русских.
7. Особенности стиля делового общения в России.
8. Мораль, нравственность и этика.
9. Этика, как «практическая философия».
10. Различие между нравами и моралью.
11. Ценности и нормы.
12. Талион и золотое правило нравственности.
13. Золотое правило нравственности и категорический императив.
14. Представление о смысле жизни.
15. Нравственные требования к себе.
16. Нравственная свобода.
17. Нравственная ответственность.
18. Отличие чести от достоинства.
19. Общее у нравственности и этикета.
20. Отличие нравственной нормы от этикетной.

21. Символические формы поведения в этикете.
22. Дипломатический протокол.
23. Ритуалы презентации в дипломатическом протоколе.
24. Ритуалы уклонения в дипломатическом протоколе.
25. Нормы социальной идентификации в дипломатическом протоколе.
26. Виды дипломатических приемов.
27. Протокольные вопросы приема иностранных гостей.
28. Правила поведения гостей на дипломатических приемах.
29. Общее и отличия в компетенциях дипломата и переводчика.
30. Прямые функциональные обязанности и их отличие от дискреционных.
31. Профессиональный этос, профессиональная мораль и профессиональная этика.
32. Регламентация этикой сферы профессиональной деятельности переводчика.
33. Нравственные требования к деятельности переводчика.
34. Дипломатические функции, возлагаемые на переводчика.
35. Нравственные ограничения в профессии переводчика.
36. Правила поведения переводчика при ведении переговоров.
37. Этикетные правила общения (порядок представлений, этикет приветствий, невербальные формы общения, поведенческие табу).
38. Нравственные основания этикетных правил поведения в общественных местах.
39. Правила поведения за столом и ресторанный этикет.
40. Стереотипные представления о россиянах в Европе

контролируемые компетенции: ОПК-4, ОК-15, 16, ОПК-6,28

Оценка осуществляется в соответствии с Таблицей 4.

Составитель: д.и.н., проф., профессор кафедры романо-германских языков Репко С.И.
(подпись)

« ___ » _____ 20__ г.

Утверждено на заседании кафедры романо-германских языков от « ___ » _____ 20__ г.
Протокол № ____

Зав. кафедры романо-германских языков

С. Казиахмедова